



Welcome to Durham County Department of Social Services Pre-Proposal Conference

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Medicaid Transportation (RFP #15-004)

Scope of Work Review

Purpose...

To provide transportation
for
Medicaid Pre-Approved DSS Customers
to and from
medical appointments.



Partnership Between DSS and Contractor

- Medicaid Transportation Coordinators verify that the Customer is authorized to use Medicaid to be transported to medical appointments.
- Authorization is emailed to the Contractor.
- The Customer calls the Contractor to schedule their trip.
- If the Contractor transports a Customer without authorization from DSS, that trip will not be paid for.



Terms of the Contract...

- Provide hands-on door-to-door pick up service for at least 200 trips per month (# of trips not guaranteed).
- Transport Customers with walkers, canes, oxygen devices or wheelchairs.
- Services provided between 8:30 a.m. to 6:00 p.m., Mon. – Fri., except holidays.
- Inclement weather schedule that generally follows Durham Public Schools policy.



Terms of the Contract...

- Drivers 18 and over with valid drivers license and acceptable driving records.
- Drivers pass criminal background check and drug/alcohol test prior to starting work.
- Criminal background checks are run every three (3) years thereafter.
- All drivers included in random drug/alcohol testing annually at Contractor's expense.
- Vehicles adequately insured (\$1.5M < 15 passengers; \$5M > 15 passengers) and registered.
- Owners/Managers sign DMA-5124 to allow a monthly exclusion report to be run.



Terms of the Contract...

- Invoices to contain Medicaid billing codes.
- Invoices paid net thirty (30) days.
- DSS does not pay for no-shows, regardless of whether or not a Customer cancels their transportation prior to Contractor sending a vehicle to transport a Customer.



Terms of the Contract...

- No more than .025% of trips per month where the Contractor is a no-show.
- No more than 5% of trips per month where the Customer is late for drop-off to their appointment.
- Contractor reports Customer no-shows daily and Customer cancellations monthly to DSS.



Terms of the Contract...

- Accidents are reported immediately to DSS and driver is drug/alcohol tested.
- Contractor distributes Trip Verification forms (DMA-5118) to Customers before they exit the vehicle and collects them when the Customer is picked up.
- 5118's are submitted to DSS along with the invoice each month.



Q&A





Medicaid Transportation (RFP #15-004)

Bidder's Responsibilities

RFP Requirements

- Proposals will be received until **2:00 P.M.** on **September 2, 2014.**
- Proposals must bear the name and number of this RFP (**Medicaid Transportation RFP# 15-004**).
- **One (1) Original** and **ten (10) copies** must be submitted.
- The **original** must be **signed** by an authorized representative and **stamped** “ORIGINAL”.
- **Copies** are limited to **10 double-sided, single spaced** pages using a **standard font type**.



RFP Requirements

- Introductory letter, forms, reports, brochures, dividers and detailed resumes do not count toward the 10-page limit.
- Bind each proposal in a single volume with all relevant documentation.
- Pages should be numbered and sections tabbed appropriately.
- Submit all forms indicating N/A, if not applicable.
- A Performance Bond and Bid Bond **are NOT** required.



Minority and Women's Business Enterprise (M/WBE) Requirements

- Questions concerning M/WBE should be directed to:

Pamela Gales

Assistant Purchasing Manager

(919) 560-0059



Addendums

If a Bidder finds any discrepancies in,
or omissions from documents,
or if you have any doubt about their meaning,
notify

Catherine Williamson-Hardy

(cwhardy@dconc.gov)

and a written addendum will be issued.



Required Forms

Submit Each Form Even If N/A

- a) Proposal Contact Person (*cover page*)
- b) Proposal Form (*Attachment B*)
- c) Addendum Acknowledgement (*Attachment C*)
- d) Non-Collusion Affidavit (*Attachment D*)
- e) Certificate of Insurance (*Attachment H*)
- f) Vendor Application/W-9 Form (*Attachment K, Parts 1 & 2*)
- g) Responses to the Qualification & Submission Requirements (*Page 13 & Attachment Q*)



Required Forms

Submit Each Form Even If N/A

- h) M/WBE Forms: (Attachment F)
- Affidavit A and C is required to be submitted with your bid/proposal if your company has M/WBE participation.
 - Affidavit B is required if your company has no opportunity to sub-contract and will complete all work with their own work force.
 - Affidavit D is to be submitted only by the apparent lowest responsive bidder within 72 hours after bid closing date.
 - The apparent lowest responsive Bidder shall file, within thirty (30) days after the award of this contract, a list of all identified subcontractors that the Contractor (Bidder) will use on the project.



Required Forms

Submit Each Form Even If N/A

- i) Federal Certification (**Submit Triplicate Originals**)
(Attachment L)
- j) Certificate Regarding Transportation (**Submit Triplicate Originals**) *(Attachment J)*
- k) Conflict of Interest Policy (**Submit in Triplicate Originals**)
(Attachment M)
- l) Overdue Taxes (**Submit in Triplicate Originals**) *(Attachment N)*



Required Forms

Submit Each Form Even If N/A

- m) Notice of Certain Reporting & Audit Requirements (**Submit in Triplicate Originals**) (*Attachment O*)
- n) Verification of 501(C)3 Status **OR** Tax ID Number (**Submit in Triplicate Originals**) (*Attachment P, Part 1 OR 2*)

The above forms must be provided as required. Failure to submit these documents may be grounds for rejection of the proposal.



Questions About Bidders' Responsibilities?





Medicaid Transportation (RFP #15-004)

Selection Criteria

Request for Proposal (RFP)

Durham County Department of Social Services (DSS)
has issued a Request for Proposal for providing
transportation to Medicaid Customers for medical appointments

- A **Technical Assistance Conference** will be held on Monday, **August 11, 2014 from 10:00 a.m. to 11:30 a.m.** in the Human Services Building at 414 E. Main Street in Public Conference Room C.
- Proposals can be mailed (PO Box 810, Durham, NC 27701) or hand-delivered (414 East Main Street, 2nd Floor, Lobby #28) and shall bear the name **(Medicaid Transportation)** and number of the RFP **(#15-004)**.
- Proposals will be received until **2:00 P.M., on September 2, 2014** in **Lobby #28** on the **2nd Floor** of the **Durham County Human Services Building**.

It is the sole responsibility of the Bidder to ensure that its proposal reaches the Durham County Department of Social Services (DSS) by the designated date and hour indicated above.



Evaluation and Award Criteria

- DSS reserves the right to award to multiple Contractors or to a single Contractor deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors.
- Price shall be considered, but shall not be the sole determining factor.
- Once the proposals are ranked and the most responsive proposals are determined, DSS may request presentations from one or more Bidders.

The award of a contract will be made to the most responsive Bidder(s), taking into consideration:

- Best interest of DSS
- Quality of services to be provided
- Conformity with specifications
- Time of delivery and service response
- Rankings of your proposal by a committee
- Reference checks and/or input from known Customers (either past or present), and *any other information DSS may deem appropriate.*



Evaluation Criteria

- Experience in providing services requested in RFP
- Qualifications of staff to be assigned to this project
- Specific plans and methodology for providing the proposed services
- Training Requirements
- References (3 Business)
- Financial stability
- Price (**Must** include a **Detailed Budget** that includes the **One Way Flat Trip Rate**)
- Compliance with Durham County's M/WBE requirements
- Review of history of litigation, arbitration, motor vehicle accidents, injuries to passengers, moving violations and passenger complaints
- Submission of complete packet



Specific RFP Criteria

All proposals
will also be evaluated
based on the expectations outlined
in the RFP's Scope of Work.



Timeline for Selection Process

- Proposals will be reviewed by the selection committee during **September**.
- DSS Director will grant final award approval by **October 3rd**.
- Documents required to execute contracts will be processed between October – November 15th.



Timeline for Selection Process

- **Terms:** The initial term of the contract is from **November 15, 2014** through **June 30, 2015** with the option to renew by DSS for one (1) successive one (1) year period under the same terms and conditions.
- Renewal shall be based on satisfactory performance by Contractor during the previous year(s) for the services provided.
- Price increases can only be negotiated at the time of renewal.



Questions About the Selection Process?





Medicaid Transportation (RFP #15-004)

Contract Monitoring

Contract Monitoring

- Monitoring Plans are developed based on the Scope of Work.
- Contracts will be monitored by DSS Staff.
- DSS Staff will review a representative sample of records sufficient to provide assurance that performance meets expectations.



Contract Monitoring: Ensuring DSS Compliance

- Concerns raised by Contractors during monitoring about DSS obligations will be reported ***immediately*** to the Contract Manager.
- DSS will communicate with the Contractor on resolution of any DSS-related issues.
- If issues cannot be resolved per the contract terms, either party may terminate the contract without cause with a 30 day written notice.



Completion of Monitoring Process

- Completed monitoring reports will be sent to the Contractor for review and signature.
- Monitoring Reports will contain ratings and if applicable, any recommendations for a Corrective Action Plan.
- Non-compliance issues require the submission of a Corrective Action Plan to DSS within ten (10) business days of receipt of notification.



Questions About Monitoring Expectations?

